

KPMG Consulting – Verizon Responses regarding New Jersey Exception Report #7

Exception #:	7
Component:	KPMG Consulting is unable to replicate certain Metric values as reported by Verizon on the Carrier-to-Carrier Report.
Domain:	Metrics
Date Uncovered by KPMG:	11/13/00
Date VERIZON Received:	11/13/00
Date VERIZON Responded:	12/11/00; 02/12/01 (1 st Revision); 04/19/01(2 nd Revision); 05/09/01(3 rd Revision); 6/18/01 (4 th Revision)
Date KPMG Consulting responded:	01/04/01; 01/31/01 (1 st Revision); 04/04/01 (2 nd Revision); 05/04/01 (3 rd Revision); 05/22/01
KPMG Summary Statement and	As KPMG Consulting is unable to consistently replicate metrics values, KPMG Consulting cannot verify that the metrics values reported by Verizon on Carrier-to-Carrier reports are accurate. Without accurate Carrier-to-Carrier reports, CLECs will be unable to determine whether or not they are receiving the levels of service mandated in the Carrier-to-Carrier Guidelines.
VERIZON Response	<u>Verizon's 06/18/01 Reply to KPMG Consulting's 05/22/01 Update to the 05/04/01 Update.</u> Verizon's response to this update as been added to Table 2 on page 26. Verizon's response is highlighted in red.
KPMG Consulting Response and Update:	<u>KPMG Consulting's 05/22/01 Reply to Verizon's 05/09 Response</u> KPMG Consulting has analyzed the March 2001 Carrier-to Carrier Report that was delivered to KPMG Consulting. Specifically, KPMG Consulting verified the metric results that were mentioned in Table 2 of this document. KPMG Consulting was able to replicate 100% of these metrics in the March 2001 Report. <u>KPMG Consulting's 05/22/01 Update to the 05/04/01 Update</u> KPMG Consulting has completed analysis of the Provisioning metrics for February 2001. KPMG Consulting has identified several discrepancies that have been added to Table 2 (beginning on page 26) of this document. These metrics are highlighted in green at the beginning of the table. KPMG Consulting asks Verizon to respond to these remaining discrepancies.
VERIZON Response:	<u>Verizon's 05/09/01 Reply to KPMG Consulting's 05/04/01 Update to Response</u>
KPMG Consulting Update:	<u>KPMG Consulting's 05/04/01 Update to Response</u> KPMG Consulting has analyzed the February 2001 Carrier-to-Carrier Report that was delivered by Verizon on 4/6/01. Based on this analysis,

KPMG Consulting has found that several metrics are populated with Incorrect values. These discrepancies, which have been verified by Verizon data providers can be found in the KPMG Table 2 on (p.26) below.

Note: KPMG Consulting has not yet finished looking at the Provisioning Metrics. A new source system is being used by Verizon and additional work needs to be completed by KPMG Consulting. Another update to this Exception will be sent if necessary.

VERIZON Response:

Verizon's 04/19/01 Reply to KPMG Consulting's 04/04/01 Response

Verizon was incorrect when it reported values for the metrics listed below. All of the listed metrics were under development. The metric data was in a test mode and should not have been included on the reports until development was certified complete. The required month for implementation of each group of metrics is noted below in red.

**KPMG Consulting
Update:**

KPMG Consulting's 04/04/01 Update to Response

KPMG Consulting has analyzed the June through October 2000 Carrier-to-Carrier Reports that were delivered by Verizon on 2/28/01. In many instances, Verizon has changed the reported value to Under Development (UD). KPMG Consulting does not agree that using UD as a substitute for a value that should be present is an appropriate solution. KPMG Consulting would like Verizon to explain their use of UD in lieu of actual values on the refiled reports.

Each of the metrics listed below had been reported with a value other than UD in the original C2C reports, Verizon replaced either the CLEC or the Retail value with UD in the re-filed reports.

June 2000 Re-filed:

Ordering

Resale – Complex Services – 2 Wire Digital

OR-1-03, OR-1-04, OR-1-05, OR-1-06, OR-1-07, OR-1-08, OR-1-09, OR-1-10, OR-2-03, OR-2-04, OR-2-05, OR-2-06, OR-2-07, OR-2-08, OR-2-09, OR-2-10

August Implementation.

Resale – Complex Services – 2 Wire xDSL

OR-1-03, OR-1-04, OR-1-05, OR-1-06, OR-1-07, OR-1-08, OR-1-09, OR-1-10, OR-2-03, OR-2-04, OR-2-05, OR-2-06, OR-2-07, OR-2-08, OR-2-09, OR-2-10

August Implementation.

Resale - Special Services

OR-1-10 (for DS3)

August Implementation.

Resale - POTS/Special Services – Aggregate
OR-4-06, OR-4-07, OR-4-08, OR-4-09, OR-4-10

July Implementation.

Retail – POTS/Special Services – Aggregate
OR-4-06, OR-4-07, OR-4-08

August Implementation.

UNE – Special Services
OR-1-10 (for DS3)

August Implementation.

UNE – POTS/Special Services – Aggregate
OR-4-06, OR-4-07, OR-4-08, OR-4-09, OR-4-10

July Implementation.

Provisioning

Resale POTS – Provisioning Total – State
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – State
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – State
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – State
PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – State
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – State
PR-6-01, PR-6-03

August Implementation.

Resale Special Services – State
PR-6-01, PR-6-03

August Implementation.

Retail Special Services – State
PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Southern
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Southern
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Southern
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Southern
PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – Southern
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Southern
PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Southern
PR-6-01, PR-6-03

August Implementation.

Retail Special Services – Southern
PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Easternshore
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Easternshore

PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Easternshore
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Easternshore
PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – Easternshore
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Easternshore
PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Easternshore
PR-6-01, PR-6-03

August Implementation.

Retail Special Services – Easternshore
PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Raritan
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Raritan
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Raritan
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Raritan
PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – Raritan
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Raritan
PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Raritan
PR-6-01, PR-6-03

August Implementation.

Retail Special Services – Raritan
PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Suburban
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Suburban
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Suburban
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Suburban
PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – Suburban
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Suburban
PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Suburban
PR-6-01, PR-6-03

August Implementation.

Retail Special Services – Suburban
PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Hudson-Bergen
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Hudson-Bergen
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Hudson-Bergen
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Hudson-Bergen
PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – Hudson-Bergen
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Hudson-Bergen
PR-6-01, PR-6-03

August Implementation.

Resale Special Services - Hudson-Bergen
PR-6-01, PR-6-03

August Implementation.

Retail Special Services - Hudson-Bergen
PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – State
PR-4-07, PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services— 2 Wire Digital – State
PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE Complex Services—2 Wire xDSL – State
PR-3-10, PR-6-01, PR-6-0-03

August Implementation.

UNE Special Services – Provisioning – State
PR-4-01, PR-4-02, PR-4-03, PR-7-01, PR-8-01, PR-8-02

August Implementation.

UNE POTS – Provisioning – Southern
PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire Digital – Southern
PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire xDSL – Southern
PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Easternshore
PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire Digital – Easternshore
PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire xDSL – Easternshore
PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Raritan
PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire Digital – Raritan
PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire xDSL – Raritan
PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Suburban
PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire Digital – Suburban
PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire xDSL – Suburban
PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Hudson-Bergen
PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire Digital – Hudson-Bergen
PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire xDSL – Hudson-Bergen
PR-6-01, PR-6-03

August Implementation.

Maintenance and Repair

Resale Complex Services – 2 Wire Digital – State
MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – State
MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL – State
MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07,
MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL – State
MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-07,
MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Southern

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Southern

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL- Southern

MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL- Southern

MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Easternshore

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Easternshore

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL- Easternshore

MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL- Easternshore

MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Raritan

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Raritan

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL- Raritan

MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL- Raritan

MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Suburban

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Suburban

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL- Suburban

MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL- Suburban

MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital - Hudson-Bergen

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital - Hudson-Bergen

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL- Hudson-Bergen

MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL- Hudson-Bergen

MR-2-04 , MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire Digital – State

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire xDSL – State

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire Digital – Southern

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire xDSL – Southern

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire Digital – Easternshore

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire xDSL – Easternshore

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire Digital – Raritan

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire xDSL – Raritan

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire Digital – Suburban

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire xDSL – Suburban

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire Digital – Hudson-Bergen

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire xDSL – Hudson-Bergen

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

Network Performance

NP-2-01, NP-2-03, NP-2-04, NP-2-05

August Implementation.

July 2000 Re-filed:

Pre-Ordering

PO-1-05 (EDI)

August Implementation.

Provisioning

Resale POTS – Provisioning Total – State

PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – State
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – State
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – State
PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – State
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – State
PR-6-01, PR-6-03

August Implementation.

Resale Special Services – State
PR-6-01, PR-6-03

August Implementation.

Retail Special Services – State
PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Southern
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Southern
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Southern
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Southern
PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – Southern
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Southern
PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Southern
PR-6-01, PR-6-03

August Implementation.

Retail Special Services – Southern
PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Easternshore
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Easternshore
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Easternshore
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Easternshore
PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – Easternshore
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Easternshore
PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Easternshore
PR-6-01, PR-6-03

August Implementation.

Retail Special Services – Easternshore
PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Raritan
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Raritan
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Raritan
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Raritan
PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – Raritan
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Raritan
PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Raritan
PR-6-01, PR-6-03

August Implementation.

Retail Special Services – Raritan
PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Suburban
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Suburban

PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Suburban
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Suburban
PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – Suburban
PR-6-01, PR-6-

August Implementation.

Retail Complex Services – 2 Wire xDSL – Suburban
PR-6-01, PR-6-03

August Implementation.

Resale Special Services – Suburban
PR-6-01, PR-6-03

August Implementation.

Retail Special Services – Suburban
PR-6-01, PR-6-03

August Implementation.

Resale POTS – Provisioning Total – Hudson-Bergen
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Retail POTS – Provisioning Total – Hudson-Bergen
PR-6-01, PR-6-02, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire Digital – Hudson-Bergen
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire Digital – Hudson-Bergen
PR-6-01, PR-6-03

August Implementation.

Resale Complex Services – 2 Wire xDSL – Hudson-Bergen
PR-6-01, PR-6-03

August Implementation.

Retail Complex Services – 2 Wire xDSL – Hudson-Bergen
PR-6-01, PR-6-03

August Implementation.

Resale Special Services - Hudson-Bergen
PR-6-01, PR-6-03

August Implementation.

Retail Special Services - Hudson-Bergen
PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – State
PR-4-07, PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services— 2 Wire Digital – State
PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE Complex Services—2 Wire xDSL – State
PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE Special Services – Provisioning – State
PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Southern
PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire Digital – Southern
PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire xDSL – Southern
PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Easternshore
PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire Digital – Easternshore
PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire xDSL – Easternshore
PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Raritan
PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire Digital – Raritan
PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire xDSL – Raritan
PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Suburban
PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire Digital – Suburban
PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire xDSL – Suburban
PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE POTS – Provisioning – Hudson-Bergen
PR-6-01, PR-6-02, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire Digital – Hudson-Bergen
PR-3-10, PR-6-01, PR-6-03

August Implementation.

UNE Complex Services – 2 Wire xDSL – Hudson-Bergen
PR-3-10, PR-6-01, PR-6-03

August Implementation.

Maintenance and Repair

Resale Complex Services – 2 Wire Digital – State
MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Re tail Complex Services – 2 Wire Digital – State
MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Southern
MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August IWeekly Metrics Call between KPMG/Verizon
mplementation.

Retail Complex Services – 2 Wire Digital – Southern
MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL – Southern
MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL – Southern
MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Easternshore
MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Easternshore

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL – Easternshore

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL – Easternshore

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Raritan

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Raritan

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL – Raritan

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL – Raritan

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Suburban

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Suburban

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL – Suburban

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL – Suburban

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire Digital – Hudson-Bergen

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire Digital – Hudson-Bergen

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Resale Complex Services – 2 Wire xDSL – Hudson-Bergen

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Retail Complex Services – 2 Wire xDSL – Hudson-Bergen

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire Digital – State

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire xDSL – State

MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03, MR-4-04,
MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire Digital – Southern

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire xDSL – Southern

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire Digital – Easternshore

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire xDSL – Easternshore

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire Digital – Raritan

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire xDSL – Raritan

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire Digital – Suburban

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire xDSL – Suburban

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire Digital – Hudson-Bergen

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

UNE Complex Services – 2 Wire xDSL – Hudson-Bergen

MR-2-04, MR-3-01, MR-3-02, MR-3-03, MR-4-01, MR-4-02, MR-4-03,
MR-4-04, MR-4-07, MR-4-08, MR-5-01

August Implementation.

Network Performance

NP-2-01, NP-2-03, NP-2-04, NP-2-05, NP-2-06, NP-2-07

August Implementation.

August 2000 Re-filed:

Ordering

Resale POTS/Special Services – Aggregate
OR-6-03

August Implementation.

This metric will remain under development until the May 2001 data month.

UNE POTS/Special Services – Aggregate
OR-6-03

August Implementation.

This metric will remain under development until the May 2001 data month.

September 2000 Re-filed:

Ordering

Resale POTS/Special Services – Aggregate
OR-6-03

August Implementation.

This metric will remain under development until the May 2001 data month.

UNE POTS/Special Services – Aggregate
OR-6-03

August Implementation.

This metric will remain under development until the May 2001 data month.

October 2000 Re-filed:

Ordering

Resale POTS/Special Services – Aggregate
OR-6-03

August Implementation.

This metric will remain under development until the May 2001 data month.

UNE POTS/Special Services – Aggregate

OR-6-03

August Implementation.

This metric will remain under development until the May 2001 data month.

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**KPMG Consulting
Update:**

KPMG Consulting's 01/31/01 Update to Response

KPMG Consulting completed further analysis on the November 2000 CLEC Aggregate Carrier-to-Carrier Report.

KPMG Consulting was able to match 98.11% Pre-Ordering values, 99.15% Ordering values, 99.10% Provisioning values, 98.90% Maintenance and Repair values, 95.24% Network Performance values, 100% Billing values, 100% Operator Services and Databases values, and 100% General values on the November 2000 CLEC Aggregate Carrier-to-Carrier Report.

Based on these results, KPMG Consulting has determined that Verizon has improved the accuracy of its published Carrier-to-Carrier Reports.

However, as indicated by Verizon in their 12/11/00 response to the Exception, KPMG Consulting is still waiting for the refiling of the June, July, August, and September 2000 Carrier-to-Carrier Reports that were scheduled for delivery on January 5, 2001.

**KPMG Consulting
Response:**

KPMG Consulting's 01/04/01 Reply to Verizon's 12/11/00 Response

After completing further analysis on the June CLEC Aggregate Carrier-to-Carrier Report, KPMG Consulting has made several revisions to Table 1. Highlighted in blue indicate where changes / additions have been made. Where a number has been changed, the original number has been included in parentheses. Highlighted in orange are metrics that, after further analysis, KPMG Consulting believes do not have reporting discrepancies and are considered closed. A column has been added to the end to summarize the findings of KPMG Consulting after both reading the Verizon response and conducting further analysis of the data.

VERIZON Response:

12/11/00 Response to Exception

Verizon has investigated the problems with the June Carrier to Carrier report identified by KPMG. Inexperience in producing this report was the primary cause of the issues cited by KPMG in Exception 7. To correct this Verizon has appointed a full time Director to oversee the production of the reports for NJ. The Director has experience in successfully managing the Carrier to Carrier reports for the New England states. Carrier to Carrier Reports for the November data month will reflect the corrected process.

In addition to this corrective action, Verizon will be refiling the Carrier to Carrier reports for the months of June, July, August, September and October, with the corrections and updates. The corrected reports are scheduled for delivery by January 5, 2001.

Verizon's 2/12/01 reply to KPMG Consulting's 01/31/01 response

Verizon has investigated the addition issues identified by KPMG. The

following table responses to each of these new issues.

Verizon will refile the June, July, August and September reports as previously stated. The refiling of the Aggregate C2C reports and the KPMG CLEC specific reports will be complete by COB 2/28/01.

KPMG Table 2: Metrics on the February 2001 CLEC Aggregate Carrier to Carrier (“C2C”) report, which KPMG Consulting was unable to replicate

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response
					Verizon	KPMG		
PR-4-02	Average Delay Days - Specials	UNE	Specials	Average	2.57	9	Verizon calculated this metric incorrectly.	Verizon is incorrectly reporting the Denominator for PR-4-02 as Count of Orders Completed for product group. The PR-4-02 Denominator should be the Count of Orders missed for Verizon reasons, by product group. CCNJ2001-01063 has been implemented to correct this error for the May 2001 data month.
				Observations	7	2		
PR-4-02	Average Delay Days – IOF	UNE	IOF	Average	2.21	6.2	Verizon populated this metric incorrectly.	Verizon is incorrectly reporting the Denominator for PR-4-02 as Count of Orders Completed for product group. The PR-4-02 Denominator should be the Count of Orders missed for Verizon reasons, by product group. CCNJ2001-01063 has been implemented to correct this error for the May 2001 data month.
				Observations	14	5		
MR-1-01	Average Response Time - Create Trouble - Web GUI	CLEC	Web GUI	Average	6.06	6.00	Verizon populated values incorrectly on C2C Report.	The raw data file inadvertently combined two files. The affect was to over state the number of observations. This was corrected for the March data month.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response
					Verizon	KPMG		
				Observations	1674	730		
MR-1-02	Average Response Time - Status Trouble - Web GUI	CLEC	Web GUI	Average	3.32	3.33	Verizon populated values incorrectly on C2C Report.	The raw data file inadvertently combined two files. The affect was to over state the number of observations. This was corrected for the March data month.
				Observations	383	179		
MR-1-03	Average Response Time - Modify Trouble - Web GUI	CLEC	Web GUI	Average	6.00	6.00	Verizon populated values incorrectly on C2C Report.	The raw data file inadvertently combined two files. The affect was to over state the number of observations. This was corrected for the March data month.
				Observations	6	3		
MR-1-04	Average Response Time - Request Cancellation of Trouble - Web GUI	CLEC	Web GUI	Average	7.53	6.99	Verizon populated values incorrectly on C2C Report.	The raw data file inadvertently combined two files. The affect was to over state the number of observations. This was corrected for the March data month.
				Observations	24	11		
MR-1-05	Average Response Time - Trouble Report History (by TN/Circuit) - Web GUI	CLEC	Web GUI	Average	1.97	1.98	Verizon populated values incorrectly on C2C Report.	The raw data file inadvertently combined two files. The affect was to over state the number of observations. This was corrected for the March data month.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response
					Verizon	KPMG		
				Observations	1312	694		
MR-1-06	Average Response Time - Test Trouble (POTS Only) - Web GUI	CLEC	Web GUI	Average	39.51	39.01	Verizon populated values incorrectly on C2C Report.	The raw data file inadvertently combined two files. The affect was to over state the number of observations. This was corrected for the March data month.
				Observations	3828	2036		
NP-2-01	% On Time Response to Request for Collocation (Physical, SCOPE, CCOE, Virtual) - Augment	CLEC	Augment	Observations	19	20	Verizon populated values incorrectly on C2C Report.	Verizon has identified an error in the creation of the file for the data load tool. This has been corrected for the March data month.
NP-2-02	Average Interval - Physical Collocation - Augment	CLEC	Augment	Average	100	91.55	Verizon populated values incorrectly on C2C Report.	Verizon has identified an error in the creation of the file for the data load tool. This has been corrected for the March data month.
				Observations	1	11		
NP-2-03	Average Interval - SCOPE - Augment	CLEC	Augment	Average	92.85	93.80	Verizon populated values incorrectly on C2C Report.	Verizon has identified an error in the creation of the file for the data load tool. This has been corrected for the March data month.
				Observations	No Value	15		
NP-2-05	Average Interval - CCOE - VZ Equipment is Unsecured - Augment	CLEC	Augment	Average	100	NA	Verizon populated values incorrectly on C2C Report.	Verizon has identified an error in the creation of the file for the data load tool. This has been corrected for the March data month.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response
					Verizon	KPMG		
				Observations	26	No Value		
NP-2-07	% On Time (Physical, SCOPE, CCOE, Virtual) - Augment	CLEC	Augment	Percentage	NA	100.00	Verizon populated values incorrectly on C2C Report.	Verizon has identified an error in the creation of the file for the data load tool. This has been corrected for the March data month.
				Observations	No Value	26		
NP-2-08	Average Delay Days (Physical, SCOPE, CCOE, Virtual) - New	CLEC	Augment	Percentage	1.00	24.00	Verizon populated values incorrectly on C2C Report.	Verizon has identified an error in the creation of the file for the data load tool. This has been corrected for the March data month.
				Observations	24	1		
NP-5-01	% Network Outage Notices Sent within 30 Minutes	Retail		Percentage	92.00	52.00	Verizon populated values incorrectly on C2C Report.	Verizon has identified and error in the formula to calculate the performance.
NP-5-01	% Network Outage Notices Sent within 30 Minutes	CLEC		Percentage	92.00	52.00	Verizon populated values incorrectly on C2C Report.	Verizon has identified and error in the formula to calculate the performance.

Verizon Table A

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response
					Verizon	KPMG		
PO-5-01	Average Notice of Interface Outage	CLEC		Average	16.75	17.23	Verizon populated values incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
				Observations	12	13		
OR-1-03	Average LSRC Time < 6 Lines – Electronic (No Flow-Through)	Resale	POTS & Pre-qualified Complex	Average	UD	19.78	Verizon populated values incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
OR-4-04	Work Completion Notice - Avg Response Time	Resale	POTS / Special Services - Aggregate	Average	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon rerun of the June data populates performance of 0. The correct observations for this metrics are 22223. This may be a typo on KPMG's part. Below OR-4-05 reflects 22223 observations and should be the same number for this metric
				Observations	No Value	2223		
OR-4-04	Work Completion Notice - Avg Response Time	UNE	POTS / Special Services - Aggregate	Average	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
				Observations	No Value	2469		
				Observations	No Value	22223		
OR-4-06	Avg Duration – Work Completion (SOP) to Bill Comp	Resale	POTS / Special Services Aggregate	Average	NA	UD	Verizon populated value incorrectly on C2C Report. Should have been reported as UD.	Verizon June data rerun agrees with KPMG's finding.
OR-7-01	% Order Confirmation/Rejects Sent Within 3 Business Days – POTS	Resale	POTS & Pre-qualified Complex	Percentage	(0.00) 92.7	92.7	Verizon populated values incorrectly on C2C Report. Should have been reported as UD.	KPMG Data was for EDI and WEB GUI. Verizon June data rerun will reflect EDI only. The performance is 99.02 The observations are 10,400.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response
					Verizon	KPMG		
				Observations	11187	26637		
				Observations	152	372		
MR-1-01	Average Response Time – Create Trouble – Web GUI	Retail	Web GUI	Average	8.09	6.62		This is a repeat of the previous metric exception.
MR-1-01	Average Response Time – Create Trouble - Web GUI	CLEC	Web GUI	Average	6.83	6.93	Verizon populated value incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
MR-1-02	Average Response Time – Create Trouble – Electronic Bonding	Retail	Electronic Bonding	Average	5.38	.94	Verizon populated value incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
MR-1-03	Average Response Time – Modify Trouble - Web GUI	Retail	Web GUI	Average	8.10	(6.71) 6.62	Verizon populated value incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
MR-1-03	Average Response Time – Modify Trouble – Electronic Bonding	Retail	Electronic Bonding	Average	8.10	6.62	Verizon populated value incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
MR-1-03	Average Response Time – Modify Trouble - Web GUI	CLEC	Web GUI	Average	6.00	(7.00) 8.18	Verizon populated values incorrectly on C2C Report.	Verizon rerun of the June's data populated this metric with 7.00 performance. The new value of 8.18 populated by KPMG is the Retail result for 1-04.
MR-1-04	Average Response Time – Request Cancellation of Trouble – Web GUI	Retail	Web GUI	Average	9.35	(7.00) 8.18	(Unknown) Verizon populated value incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
				Observations	8.32	14		
MR-1-04	Average Response Time – Request Cancellation of Trouble – Electronic Bonding	Retail	Electronic Bonding	Average	9.35	8.18	Verizon populated values incorrectly on C2C Report.	Verizon rerun of the June's data populated this metric with 8.18 performance and 1 observation. KPMG is using the observations from WEB GUI.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response
					Verizon	KPMG		
				Observations	8.32	14		
MR-1-05	Average Response Time – Trouble Report History (by TN/Circuit) – Web GUI	Retail	Web GUI	Average	.71	(.56) .55	(Unknown) Verizon populated values incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
				Observations	8	348		
MR-1-05	Average Response Time – Trouble Report History (by TN/Circuit) – Electronic Bonding	Retail	Electronic Bonding	Average	.71	.55	Verizon populated values incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
MR-1-06	Average Response Time – Test Trouble (POTS Only) – Web GUI	Retail	Web GUI	Average	44.96	(0.00) 47.36	(Unknown) Verizon populated values incorrectly on C2C Report.	Verizon June data rerun results in performance of 47.35 and 1139 observations. The difference in KPMG result and VZ rerun result is rounding Change Control has been issued to standardize rounding across all domains.
				Observations	785	1139		
MR-1-06	Average Response Time – Test Trouble (POTS Only) – Electronic Bonding	Retail	Electronic Bonding	Average	44.96	47.36	Verizon populated values incorrectly on C2C Report.	Verizon June data rerun results in performance of 47.35 and 1139 observations. The difference in KPMG result and VZ rerun result is rounding Change Control has been issued to standardize rounding across all domains.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response
					Verizon	KPMG		
MR-3-03	% Missed Repair Appointment — CPE /TOK/FOK - Southern	UNE	2 Wire xDSL	Percentage	57.52	56.52	Verizon populated values incorrectly on C2C Report.	This metric should have been reported UD per Board order. Values reported by Verizon were due to incorrect mapping.
MR-4-01	Mean Time To Repair – Total	Retail	Trunks	Average	4.17	4.41	Verizon calculated metric values incorrectly.	Verizon June data rerun agrees with KPMG's finding.
				Observations	24	22		
MR-4-04	% Cleared (all troubles) within 24 Hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.	Verizon June data rerun agrees with KPMG's finding.
MR-4-05	% Out of Service > 2 Hours	Retail	Trunks	Percentage	70.83	72.73	Verizon calculated metric values incorrectly.	Verizon June data rerun agrees with KPMG's finding.
				Observations	24	22		
				Sampling Error	27.83	27.41		
				Observations	(NA) No Value	400		
MR-4-06	% Out of Service > 4 hours	Retail	Trunks	Percentage	37.50	40.91	Verizon calculated metric values incorrectly.	Verizon June data rerun agrees with KPMG's finding.
				Observations	24	22		
				Sampling Error	29.65	30.26		
MR-4-07	% Out of Service > 12 hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.	Verizon June data rerun agrees with KPMG's finding.
MR-4-08	% Out of Service > 24 Hours	Retail	2 Wire Digital	Percentage	No Value	41.67	Verizon populated this value incorrectly on the UNE Southern (Aggregate) Tab of the C2C Report.	VZ rerun of the June data populated performance "UD". Metric should have been reported as such. Data received by KPMG was not validated for production.
				Sampling Error	No Value	49.81		
MR-4-08	% Out of Service > 24 Hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.	Verizon June data rerun agrees with KPMG's finding.
MR-5-01	Verizon calculated metric values incorrectly.	Retail	Trunks	Percentage	8.33	9.02	Verizon calculated metric values incorrectly.	Verizon agrees with the KPMG's finding for this metric.
				Observations	24	22		

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response
					Verizon	KPMG		
				Sampling Error	16.93	17.69		
PR-1-01	Average Interval Offered – Total No Dispatch – Other (Switch & INP)	Retail	POTS	Standard Deviation	2.14	14.57	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.	Verizon June data rerun agrees with KPMG's finding.
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	4	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.	Verizon June data rerun agrees with KPMG's finding.
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	5	Verizon populated this value incorrectly on the UNE Raritan (Aggregate) Tab of the C2C Report.	Verizon June data rerun agrees with KPMG's finding.
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	26	Verizon populated this value incorrectly on the UNE Suburban (Aggregate) Tab of the C2C Report.	Verizon June data rerun agrees with KPMG's finding.
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	59	Verizon populated this value incorrectly on the UNE Hudson-Bergen (Aggregate) Tab of the C2C Report.	Verizon June data rerun agrees with KPMG's finding.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response
					Verizon	KPMG		
PR-2-02	Average Interval Completed – Total Dispatch	Retail	2 Wire xDSL	Average	6.45	7.23	Verizon populated this value incorrectly on the UNE Provisioning Tab of the C2C Report.	Verizon now populates .35 sampling error on the re-run of the June report. Verizon now populates -18.03 Z-score re-run of the June report.
				Observations	2687	477		
				Sampling Error	.14	.34		
				Z-Score	-50.14	-18.82		
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	2	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.	Verizon June data rerun agrees with KPMG's finding.
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	3	Verizon populated this value incorrectly on the UNE Raritan (Aggregate) Tab of the C2C Report.	Verizon June data rerun agrees with KPMG's finding.
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	21	Verizon populated this value incorrectly on the UNE Suburban (Aggregate) Tab of the C2C Report.	Verizon June data rerun agrees with KPMG's finding.
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	46	Verizon populated this value incorrectly on the UNE Hudson-Bergen (Aggregate) Tab of the C2C Report.	Verizon June data rerun agrees with KPMG's finding.
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations	No Value	10	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.	Verizon agrees this metric was populated incorrectly on the C2C report. Verizon disagrees with KPMG's Sampling error

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response
					Verizon	KPMG		
				Sampling Error	No Value	5.96		
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations	No Value	1	Verizon populated this value incorrectly on the UNE Raritan (Aggregate) Tab of the C2C Report.	Verizon agrees with KPMG's Observations. VZ disagrees with KPMG's Sampling Error and Z-Score.
				Sampling Error	No Value	14.46		
				Z-Score	No Value	-0.25		
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations	No Value	13	Verizon populated this value incorrectly on the UNE Suburban (Aggregate) Tab of the C2C Report.	VZ corrected formula on spreadsheet to populate sampling error and z-score.
				Sampling Error	No Value	5.04		
				Z-Score	No Value	-0.23		
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations	No Value	16	Verizon populated this value incorrectly on the UNE Hudson-Bergen (Aggregate) Tab of the C2C Report.	VZ corrected formula on the June spreadsheet to populate sampling and z-score.
				Sampling Error	No Value	5.03		
				Z-Score	No Value	-0.67		
				Observations	No Value	260		
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Retail	Trunks	Observations	3	9337	Verizon populated values incorrectly on C2C Report.	VZ rerun of the June data agrees with KPMG performance of 0.03 and observations of 9337. Verizon differs with KPMG's z-score. Verizon's z-score is 1.11.
				Sampling Error	1.00	.03		
				Z-Score	.03	1.15		
PR-6-01	% Installation Troubles reported within 30 Days - State	UNE	2 Wire xDSL	Percentage	17.16	17.28	Verizon populated values incorrectly on C2C Report.	Per Board order this metric should have been reported UD until August
				Z-Score	-46.20	-46.55		

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response
					Verizon	KPMG		
PR-6-01	% Installation Troubles reported within 30 Days	Retail	Trunks	Percentage	1.00	.03	Verizon populated values incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
				Sampling Error	.16	.03		
				Z-Score	-4.30	0.16		
PR-6-01	% Installation Troubles reported within 30 Days	Resale	Trunks	Percentage	1.67	.03	Verizon populated value incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
NP-2-02	Average Interval – Physical Collocation – New	CLEC		Average	UD	141.48	Verizon populated values incorrectly on C2C Report.	Verizon June data rerun agrees with KPMG's finding.
				Observations	No Value	21		
NP-2-03	Average Interval – SCOPE – New	CLEC		Average	UD	143.39	Verizon populated values incorrectly on C2C Report.	Verizon disagrees. Per Board Order this metric UD until August..
				Observations	No Value	24		
NP-2-03	Average Interval – SCOPE	CLEC		Average	142.89	24.91	Verizon populated values incorrectly on C2C Report.	Verizon disagrees. Per Board Order this metric UD until August..
				Observations	21	6		
NP-2-04	Average Interval – CCOE – BA Equipment is Secure – New	CLEC		Average	NA	144.33	Verizon populated values incorrectly on C2C Report.	Per Board Order this metric UD until August..
				Observations	No Value	36		
NP-2-07	% On Time – Total	CLEC		Average	100.00	112.09	Verizon populated values incorrectly on C2C Report.	Verizon rerun agrees with KPMG for Observations. Performance should not be greater than 100%.
				Observations	102	91		
NP-5-01	% Network Outage Notices Sent within 30 Minutes	CLEC	Trunks	Percentage	50.60	53.01	Verizon populated value incorrectly on C2C Report.	Verizon agrees that this metric was incorrectly populated on the C2C.

Table 1: Metrics on the June CLEC Aggregate Carrier to Carrier (“C2C”) report, which KPMG Consulting was unable to replicate.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PO-2-01	OSS Interface Availability – Total – Electronic Bonding – Maintenance	Resale	Electronic Bonding	Percentage	100.00	NA	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	1	No Value			
PO-2-02	OSS Interface Availability – Prime Time – Electronic Bonding – Maintenance	Resale	Electronic Bonding	Percentage	(0.00) 100.00	No Value	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon’s reported number incorrectly in this table.
				Observations	0	No Value			
PO-2-03	OSS Interface Availability – Non-Prime Time – Electronic Bonding – Maintenance	Resale	Electronic Bonding	Percentage	0.00	NA	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	1	No Value			
PO-3-04	% Answered within 20 Seconds – Repair Bridgewater/East Brunswick	Resale		Percentage	87.10	No Value	Verizon populated values incorrectly on C2C Report.	The incorrect standard was used for June. The correct standard was used from July forward.	Closed. After further analysis of the data, KPMG does match the Verizon value.
PO-5-01	Average Notice of Interface Outage	CLEC		Average	16.75	17.23	Verizon populated values incorrectly on C2C Report.		
				Observations	12	13			
OR-1-03	Average LSRC Time < 6 Lines – Electronic (No Flow-Through)	Resale	POTS & Pre-qualified Complex	Average	UD	19.78	Verizon populated values incorrectly on C2C Report.		
OR-1-07	Average LSRC Time < 6 Lines – Fax	UNE	Complex Services Aggregate	Average	NA	1.82	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
OR-1-08	% On Time LSRC < 6 Lines - Fax	UNE	Complex Services Aggregate	Percentage	NA	100.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
OR-2-04	% On Time LSR Reject < 6 Lines – Electronic (No Flow-Through)	UNE	POTS Platform	Percentage	100.00	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
OR-4-04	Work Completion Notice - Avg Response Time	Resale	POTS / Special Services - Aggregate	Average	NA	0.00	Verizon populated values incorrectly on C2C Report.		
				Observations	No Value	2223			
OR-4-04	Work Completion Notice - Avg Response Time	UNE	POTS / Special Services - Aggregate	Average	NA	0.00	Verizon populated values incorrectly on C2C Report.		
				Observations	No Value	2469			
OR-4-05	Work Completion Notice - % On Time	Resale	POTS / Special Services Aggregate	Percentage	NA	100.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	22223			
OR-4-05	Work Completion Notice - % On Time	UNE	POTS / Special Services Aggregate	Percentage	NA	100.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	2469			
OR-4-06	Avg Duration – Work Completion (SOP) to Bill Comp	Resale	POTS / Special Services Aggregate	Average	NA	UD	Verizon populated value incorrectly on C2C Report. Should have been reported as UD.		
OR-4-07	% SOP to Bill Completion >= 5 Business Days	Resale	POTS / Special Services Aggregate	Percentage	NA	96.58	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
				Observations	No Value	20688			
OR-4-07	% SOP to Bill Completion >= 5 Business Days	UNE	POTS / Special Services Aggregate	Percentage	NA	94.46	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.
				Observations	No Value	1788			
OR-4-08	% SOP to Bill Completion > 1 Business Day	Resale	POTS / Special Services Aggregate	Percentage	NA	76.90	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.
				Observations	No Value	20688			
OR-4-08	% SOP to Bill Completion > 1 Business Day	UNE	POTS / Special Services Aggregate	Percentage	NA	83.45	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.
				Observations	No Value	2468			
OR-4-09	% SOP to Bill Completion w/in 3 Business Days	Resale	POTS / Special Services Aggregate	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.
				Observations	No Value	22178			
OR-4-09	% SOP to Bill Completion w/in 3 Business Days	UNE	POTS / Special Services Aggregate	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
				Observations	No Value	2468			
OR-4-10	% SOP to Provisioning Completion w/in 2 Business Days	Resale	POTS / Special Services Aggregate	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.
				Observations	No Value	22178			
OR-4-10	% SOP to Provisioning Completion w/in 2 Business Days	UNE	POTS / Special Services Aggregate	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. Per NJ Board Order it should have been reported as UD until July 2000.	Agree.
				Observations	No Value	2468			
OR-4-11	% SOP Comp Ord w/out a BCN and PCN w/in 3 Business Days	Resale	POTS / Special Services Aggregate	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	22178			
OR-4-11	% SOP Comp Ord w/out a BCN and PCN w/in 3 Business Days	UNE	POTS / Special Services Aggregate	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	5520			
OR-7-01	% Order Confirmation/Rejects Sent Within 3 Business Days – POTS	Resale	POTS & Pre-qualified Complex	Percentage	(0.00) 92.7	92.7	Verizon populated values incorrectly on C2C Report. Should have been reported as UD.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported number incorrectly in this table. The Percentage issue is closed but the discrepancy with the Observations remains open.
				Observations	11187	26637			
OR-7-01	% Order Confirmation/Rejects Sent Within 3 Business Days – POTS	UNE	POTS & Pre-qualified Complex	Percentage	79.75	0.00	Verizon populated values incorrectly on C2C Report. Should have been reported as UD.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
				Observations	237	4			
MR-1-01	Average Response Time – Create Trouble - Web GUI	Retail	Web GUI	Average	8.09	6.62	Verizon populated value incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	152	372			
MR-1-01	Average Response Time – Create Trouble - Web GUI	Retail	Web GUI	Average	8.09	6.62	Verizon populated value incorrectly on C2C Report.		
MR-1-01	Average Response Time – Create Trouble - Web GUI	CLEC	Web GUI	Average	6.83	6.93	Verizon populated value incorrectly on C2C Report.		
MR-1-02	Average Response Time – Create Trouble – Electronic Bonding	Retail	Electronic Bonding	Average	5.38	.94	Verizon populated value incorrectly on C2C Report.		
MR-1-03	Average Response Time – Modify Trouble - Web GUI	Retail	Web GUI	Average	8.10	(6.71) 6.62	Verizon populated value incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	After further analysis of the data, KPMG has calculated a new value.
MR-1-03	Average Response Time – Modify Trouble – Electronic Bonding	Retail	Electronic Bonding	Average	8.10	6.62	Verizon populated value incorrectly on C2C Report.		
MR-1-03	Average Response Time – Modify Trouble - Web GUI	CLEC	Web GUI	Average	6.00	(7.00) 8.18	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	After further analysis of the data, KPMG has calculated a new value.
MR-1-04	Average Response Time – Request Cancellation of Trouble - Web GUI	Retail	Web GUI	Average	9.35	(7.00) 8.18	(Unknown) Verizon populated value incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	After further analysis of the data, KPMG has calculated a new value.
				Observations	8.32	14			
MR-1-04	Average Response Time – Request Cancellation of Trouble – Electronic Bonding	Retail	Electronic Bonding	Average	9.35	8.18	Verizon populated values incorrectly on C2C Report.		

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
				Observations	8.32	14			
MR-1-04	Average Response Time – Request Cancellation of Trouble - Web GUI	CLEC	Web GUI	Average	5.67	5.53	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-1-05	Average Response Time – Trouble Report History (by TN/Circuit) - Web GUI	Retail	Web GUI	Average	.71	(.56) .55	(Unknown) Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	After further analysis of the data, KPMG has calculated a new value.
				Observations	8	348			
MR-1-05	Average Response Time – Trouble Report History (by TN/Circuit) – Electronic Bonding	Retail	Electronic Bonding	Average	.71	.55	Verizon populated values incorrectly on C2C Report.		
MR-1-05	Average Response Time – Trouble Report History (by TN/Circuit) - Web GUI	CLEC	Web GUI	Average	2.34	2.32	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-1-06	Average Response Time – Test Trouble (POTS Only) – Web GUI	Retail	Web GUI	Average	44.96	(0.00) 47.36	(Unknown) Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	After further analysis of the data, KPMG has calculated a new value.
				Observations	785	1139			
MR-1-06	Average Response Time – Test Trouble (POTS Only) – Electronic Bonding	Retail	Electronic Bonding	Average	44.96	47.36	Verizon populated values incorrectly on C2C Report.		
MR-1-06	Average Response Time – Test Trouble (POTS Only) – Web GUI	CLEC	Web GUI	Average	36.82	35.10	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-2-02	Network Trouble Report Rate – Loop – Southern	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-02	Network Trouble Report Rate – Loop – Raritan	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-02	Network Trouble Report Rate – Loop – Hudson-Brgn	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Total – Suburban	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-2-03	Network Trouble Report Rate – Central Office – Total – Hudson-Brgn	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Total – Raritan	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Loop – State	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Loop – Suburban	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-2-03	Network Trouble Report Rate – Central Office – Loop – Hudson-Brgn	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-03	Network Trouble Report Rate – Central Office – Loop – Raritan	UNE	POTS	Average	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-04	% Subsequent Reports – State	UNE	2 Wire Digital	Observations	849	100	Verizon populated values incorrectly on C2C Report.	VZ reported 849 Retail observations and 100 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.
MR-2-04	% Subsequent Reports – Southern	UNE	2 Wire xDSL	Observations	26	6	Verizon populated values incorrectly on C2C Report.	VZ reported 26 Retail observations and 6 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-2-04	% Subsequent Reports – Easternshore	UNE	2 Wire xDSL	Observations	21	10	Verizon populated values incorrectly on C2C Report.	VZ reported 21 Retail observations and 10 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.
MR-2-04	% Subsequent Reports – Suburban	UNE	2 Wire xDSL	Observations	73	50	Verizon populated values incorrectly on C2C Report.	VZ reported 73 Retail observations and 50 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.
MR-2-04	% Subsequent Reports – Hudson-Brgn	UNE	2 Wire xDSL	Observations	222	239	Verizon populated values incorrectly on C2C Report.	VZ reported 222 Retail observations and 239 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.
MR-2-04	% Subsequent Reports – Raritan	UNE	2 Wire xDSL	Observations	69	41	Verizon populated values incorrectly on C2C Report.	VZ reported 69 Retail observations and 41 CLEC observations. VZ believes KPMG is reporting the UNE observations as the Retail observations.	Agree. This issue should be closed.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - State	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - Southern	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - Suburban	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - Hudson-Brgn	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-2-05	% CPE/TOK/FOK Trouble Report Rate - Total* - Raritan	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop – State	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop – Southern	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop – Suburban	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop – Hudson-Brgn	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-2-05	% CPE/TOK/FOK Trouble Report Rate – Loop – Raritan	UNE	POTS	Percentage	NA	UD	Verizon populated values incorrectly on C2C Report.	VZ concurs with KPMG. The metric was reported incorrectly. VZ did not have the required line counts to report this metric at geographic level in June.	Agree.
MR-3-03	% Missed Repair Appointment — CPE /TOK/FOK - Raritan	UNE	2 Wire xDSL	Percentage	57.92	56.92	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-3-03	% Missed Repair Appointment — CPE /TOK/FOK - Southern	UNE	2 Wire xDSL	Percentage	57.52	56.52	Verizon populated values incorrectly on C2C Report.		
MR-4-01	Mean Time To Repair – Total	Retail	Trunks	Average	4.17	4.41	Verizon calculated metric values incorrectly.		
				Observations	24	22			
MR-4-04	% Cleared (all troubles) within 24 Hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.		
MR-4-05	% Out of Service > 2 Hours	Retail	Trunks	Percentage	70.83	72.73	Verizon calculated metric values incorrectly.		
				Observations	24	22			
				Sampling Error	27.83	27.41			
MR-4-06	% Out of Service > 4 hours – Southern	(Resale) Retail	POTS / Complex Services Combined	Percentage	92.53	90.66	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
				Observations	71212	13874			
MR-4-06	% Out of Service > 4 hours – Southern	(Retail) Resale	POTS / Complex Services Combined	Percentage Observations	NA (NA) No Value	93.40 686	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
MR-4-06	% Out of Service > 4 hours – Easternshore	(Resale) Retail	POTS / Complex Services Combined	Percentage Observations	92.53 71212	93.33 13504	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-4-06	% Out of Service > 4 hours – Easternshore	(Retail) Resale	POTS / Complex Services Combined	Percentage Observations	NA (NA) No Value	97.50 320	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
MR-4-06	% Out of Service > 4 hours - Raritan	(Resale) Retail	POTS / Complex Services Combined	Percentage Observations	92.53 71212	91.26 9416	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-4-06	% Out of Service > 4 hours - Raritan	(Retail) Resale	POTS / Complex Services Combined	Percentage Observations	NA (NA) No Value	96.68 211	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
MR-4-06	% Out of Service > 4 hours – Suburban	(Resale) Retail	POTS / Complex Services Combined	Percentage Observations	92.53 71212	94.67 17191	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
MR-4-06	% Out of Service > 4 hours – Suburban	(Retail) Resale	POTS / Complex Services Combined	Percentage Observations	NA (NA) No Value	97.02 738	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
MR-4-06	% Out of Service > 4 hours – Hudson-Brgn	(Resale) Retail	POTS / Complex Services Combined	Percentage	92.53	91.97	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
				Observations	71212	17227			
MR-4-06	% Out of Service > 4 hours – Hudson-Brgn	(Retail) Resale	POTS / Complex Services Combined	Percentage Observations	NA (NA) No Value	96.75 400	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	KPMG entered Verizon's reported Observations as NA instead of No Value in this table.
MR-4-06	% Out of Service > 4 hours	Retail	Trunks	Percentage	37.50	40.91	Verizon calculated metric values incorrectly.		
				Observations	24	22			
				Sampling Error	29.65	30.26			
MR-4-07	% Out of Service > 12 hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.		
MR-4-08	% Out of Service > 24 Hours	Retail	2 Wire Digital	Percentage	No Value	41.67	Verizon populated this value incorrectly on the UNE Southern (Aggregate) Tab of the C2C Report.		
				Sampling Error	No Value	49.81			
MR-4-08	% Out of Service > 24 Hours	Retail	Trunks	Observations	24	22	Verizon calculated metric values incorrectly.		
MR-5-01	Verizon calculated metric values incorrectly.	Retail	Trunks	Percentage	8.33	9.02	Verizon calculated metric values incorrectly.		
				Observations	24	22			
				Sampling Error	16.93	17.69			
PR-1-01	Average Interval Offered – Total No Dispatch – Other (Switch & INP)	Retail	POTS	Standard Deviation	2.14	14.57	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.		
PR-1-09	Average Interval Offered – Total > 192 Forecasted & Unforecasted	Resale	Trunks	Observations	54	53	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	4	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.		
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	5	Verizon populated this value incorrectly on the UNE Raritan (Aggregate) Tab of the C2C Report.		
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	26	Verizon populated this value incorrectly on the UNE Suburban (Aggregate) Tab of the C2C Report.		
PR-1-11	Average Interval Offered – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	59	Verizon populated this value incorrectly on the UNE Hudson-Bergen (Aggregate) Tab of the C2C Report.		
PR-2-02	Average Interval Completed – Total Dispatch	Retail	2 Wire xDSL	Average	6.45	7.23	Verizon populated this value incorrectly on the UNE Provisioning Tab of the C2C Report.		
				Observations	2687	477			
				Sampling Error	.14	.34			
				Z-Score	-50.14	-18.82			

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	2	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.		
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	3	Verizon populated this value incorrectly on the UNE Raritan (Aggregate) Tab of the C2C Report.		
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	21	Verizon populated this value incorrectly on the UNE Suburban (Aggregate) Tab of the C2C Report.		
PR-2-11	Average Interval Completed – Disconnects – Dispatch	Retail	POTS and Complex Aggregate	Observations	No Value	46	Verizon populated this value incorrectly on the UNE Hudson-Bergen (Aggregate) Tab of the C2C Report.		
PR-3-07	% Completed in 4 Days (1-5 Lines - Total)	Retail	POTS	Percentage	9.23	82.36	Verizon populated this value incorrectly on the UNE Provisioning Tab of the C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-3-08	% Completed in 5 Days (1-5 Lines – No Dispatch)	Retail	POTS	Percentage	8.85	92.72	Verizon populated this value incorrectly on the UNE Provisioning Tab of the C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PR-3-10	% Completed w/in 6 Days (1-5 lines) Total	UNE	2 Wire Digital	Percentage	NA	33.33	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	3			
PR-3-10	% Completed w/in 6 Days (1-5 lines) Total	UNE	2 Wire xDSL	Percentage	1.00	2.71	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	3	479			
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations	No Value	10	Verizon populated this value incorrectly on the UNE Easternshore (Aggregate) Tab of the C2C Report.		
				Sampling Error	No Value	5.96			
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations	No Value	1	Verizon populated this value incorrectly on the UNE Raritan (Aggregate) Tab of the C2C Report.		
				Sampling Error	No Value	14.46			
				Z-Score	No Value	-0.25			
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations	No Value	13	Verizon populated this value incorrectly on the UNE Suburban (Aggregate) Tab of the C2C Report.		
				Sampling Error	No Value	5.04			
				Z-Score	No Value	-0.23			
PR-4-02	Average Delay Days – Total	Retail	2 Wire xDSL	Observations	No Value	16	Verizon populated this value incorrectly on the UNE Hudson-Bergen (Aggregate) Tab of the C2C Report.		
				Sampling Error	No Value	5.03			
				Z-Score	No Value	-0.67			

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PR-4-02	Average Delay Days – Total	UNE	2 Wire xDSL	Average	6.16	6.28	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-03	% Missed Appointment – Customer	UNE	2 Wire xDSL	Average	159.41	27.41	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-03	% Missed Appointment – Customer	UNE	POTS	Percentage	160.06	28.06	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch – Other - State	UNE	POTS	Percentage	NA	3.84	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	677			
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch – Other - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	4			
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch – Other - Easternshore	UNE	POTS	Percentage	NA	10	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	50			
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch – Other - Raritan	UNE	POTS	Percentage	NA	4.84	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	124			
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch – Other - Suburban	UNE	POTS	Percentage	NA	1.86	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	161			
PR-4-05	% Missed Appointment – Bell Atlantic – No Dispatch – Other – Hudson-Brgn	UNE	POTS	Percentage	NA	3.18	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
				Observations	No Value	283			
PR-4-07	% On Time Performance – LNP - State	UNE	POTS	Percentage	NA	100.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	10			
PR-4-08	% MA – Customer – Due to Late Order Conf. - Other (Switch & INP) - State	UNE	2 Wire xDSL	Percentage	159.41	27.41	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-4-08	% MA – Customer – Due to Late Order Conf. - Other (Switch & INP) - State	UNE	POTS	Percentage	NA	28.24	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	1434			
PR-4-08	% MA – Customer – Due to Late Order Conf. - Other (Switch & INP) - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9			
PR-4-08	% MA – Customer – Due to Late Order Conf. - Other (Switch & INP) - Easternshore	UNE	POTS	Percentage	NA	24.71	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	85			
PR-4-08	% MA – Customer – Due to Late Order Conf. - Other (Switch & INP) - Raritan	UNE	POTS	Percentage	NA	24.68	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	235			
PR-4-08	% MA – Customer – Due to Late Order Conf. - Other (Switch & INP) - Suburban	UNE	POTS	Percentage	NA	34.53	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	307			
PR-4-08	% MA – Customer – Due to Late Order Conf. - Other (Switch & INP) – Hudson-Brgn	UNE	POTS	Percentage	NA	29.22	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
				Observations	No Value	705			
PR-4-11	% MA – BA – Std. Interval (W Coded) Orders – No Disp. – Other - State	UNE	POTS	Percentage	NA	4.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	625			
PR-4-11	% MA – BA – Std. Interval (W Coded) Orders – No Disp. – Other - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	3			
PR-4-11	% MA – BA – Std. Interval (W Coded) Orders – No Disp. – Other - Easternshore	UNE	POTS	Percentage	NA	11.11	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	45			
PR-4-11	% MA – BA – Std. Interval (W Coded) Orders – No Disp. – Other - Raritan	UNE	POTS	Percentage	NA	5.17	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	116			
PR-4-11	% MA – BA – Std. Interval (W Coded) Orders – No Disp. – Other - Suburban	UNE	POTS	Percentage	NA	1.33	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	150			
PR-4-11	% MA – BA – Std. Interval (W Coded) Orders – No Disp. – Other – Hudson-Brgn	UNE	POTS	Percentage	NA	3.46	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	260			
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Retail	Trunks	Observations	3	9337	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	After further analysis of the data, KPMG added two more fields.
				Sampling Error	1.00	.03			
				Z-Score	.03	1.15			
PR-5-01	% Missed Appointment – Bell Atlantic – Facilities	Resale	Trunks	Observations	2492	7255	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-5-02	% Orders Held for Facilities > 15 Days	Retail	Trunks	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
				Observations	No Value	9337			
PR-5-02	% Orders Held for Facilities > 15 Days	Resale	Trunks	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	7255			
PR-5-03	% Orders Held for Facilities > 60 Days	Retail	Trunks	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9337			
PR-5-03	% Orders Held for Facilities > 60 Days	Resale	Trunks	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	7255			
PR-6-01	% Installation Troubles reported within 30 Days - Raritan	UNE	2 Wire Digital	Percentage	0	400	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-01	% Installation Troubles reported within 30 Days - Suburban	UNE	2 Wire Digital	Percentage	0	800	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-01	% Installation Troubles reported within 30 Days – Hudson-Brgn	UNE	2 Wire Digital	Percentage	0	2100.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-01	% Installation Troubles reported within 30 Days - State	UNE	2 Wire xDSL	Percentage	17.16	17.28	Verizon populated values incorrectly on C2C Report.		
				Z-Score	-46.20	-46.55			
PR-6-01	% Installation Troubles reported within 30 Days	Retail	Trunks	Percentage	1.00	.03	Verizon populated values incorrectly on C2C Report.		
				Sampling Error	.16	.03			
				Z-Score	-4.30	0.16			

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PR-6-01	% Installation Troubles reported within 30 Days	Resale	Trunks	Percentage	1.67	.03	Verizon populated value incorrectly on C2C Report.		
PR-6-02	% Installation Troubles reported within 7 Days – Loop - Raritan	UNE	POTS	Percentage	.57	.56	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Closed. These values are only off by .01 and should not have been included in this Table.
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE - State	Resale	2 Wire Digital	Percentage	No Value	5.41	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE - Southern	Resale	2 Wire Digital	Percentage	0	50	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE - Raritan	Resale	2 Wire Digital	Percentage	No Value	12.50	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE – Hudson-Brgh	Resale	2 Wire Digital	Percentage	No Value	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Installation Troubles reported within 30 Days - State	UNE	2 Wire xDSL	Percentage	17.16	17.28	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Installation Troubles reported within 30 Days - Raritan	UNE	2 Wire Digital	Percentage	0.00	900.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PR-6-03	% Installation Troubles reported within 30 Days - Suburban	UNE	2 Wire Digital	Percentage	0.00	300.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Installation Troubles reported within 30 Days – Hudson-Brgn	UNE	2 Wire Digital	Percentage	0.00	700.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-6-03	% Installation Troubles reported within 30 Days – FOK/TOK/CPE – Other – Hudson-Brgn	UNE	POTS	Percentage	No Value	NA	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	0			
PR-8-01	% Open Orders in a Hold Status > 30 Days	Retail	Trunks	Percentage	NA	1.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9337			
PR-8-01	% Open Orders in a Hold Status > 30 Days	Resale	Trunks	Percentage	NA	1.67	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	7255			
PR-8-02	% Open Orders in a Hold Status > 90 Days	Retail	Trunks	Percentage	NA	.02	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9337			
PR-8-02	% Open Orders in a Hold Status > 90 Days	Resale	Trunks	Percentage	NA	.03	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	7255			
PR-9-01	% On Time Performance - Hot Cuts - State	UNE	POTS	Percentage	92.99	93.06	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	314	317			
PR-9-01	% On Time Performance - Hot Cuts - Southern	UNE	POTS	Percentage	UD	92.59	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
				Observations	No Value	27			
PR-9-01	% On Time Performance - Hot Cuts - Easternshore	UNE	POTS	Percentage	UD	100.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9			
PR-9-01	% On Time Performance - Hot Cuts - Raritan	UNE	POTS	Percentage	UD	94.59	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	37			
PR-9-01	% On Time Performance - Hot Cuts - Suburban	UNE	POTS	Percentage	UD	94.12	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	51			
PR-9-01	% On Time Performance - Hot Cuts – Hudson-Brgn	UNE	POTS	Percentage	UD	92.23	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	193			
PR-9-02	% Early Cuts – Lines - State	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	1431			
PR-9-02	% Early Cuts – Lines - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	136			
PR-9-02	% Early Cuts – Lines - Easternshore	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	27			
PR-9-02	% Early Cuts – Lines - Raritan	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	160			
PR-9-02	% Early Cuts – Lines - Suburban	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
				Observations	No Value	243			
PR-9-02	% Early Cuts – Lines – Hudson-Brgn	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	865			
PR-9-03	% Early Cuts – Orders - State	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	317			
PR-9-03	% Early Cuts – Orders - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	27			
PR-9-03	% Early Cuts – Orders - Easternshore	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9			
PR-9-03	% Early Cuts – Orders - Raritan	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	37			
PR-9-03	% Early Cuts – Orders - Suburban	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	51			
PR-9-03	% Early Cuts – Orders – Hudson-Brgn	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	193			
PR-9-04	% Defective Cuts – Lines - State	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	1431			
PR-9-04	% Defective Cuts – Lines - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
				Observations	No Value	136			
PR-9-04	% Defective Cuts – Lines - Easternshore	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	27			
PR-9-04	% Defective Cuts – Lines - Raritan	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	160			
PR-9-04	% Defective Cuts – Lines - Suburban	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	243			
PR-9-04	% Defective Cuts – Lines – Hudson-Brgn	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	865			
PR-9-05	% Defective Cuts – Orders - State	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	317			
PR-9-05	% Defective Cuts – Orders - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	27			
PR-9-05	% Defective Cuts – Orders - Easternshore	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	9			
PR-9-05	% Defective Cuts – Orders - Raritan	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	37			
PR-9-05	% Defective Cuts – Orders - Suburban	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
				Observations	No Value	51			
PR-9-05	% Defective Cuts – Orders – Hudson-Brgn	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	193			
PR-9-06	% Late Cuts – Lines - State	UNE	POTS	Observations	145	1431	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-06	% Late Cuts – Lines - Southern	UNE	POTS	Observations	5	136	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-06	% Late Cuts – Lines - Easternshore	UNE	POTS	Percentage	100	0	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-06	% Late Cuts – Lines - Raritan	UNE	POTS	Observations	4	160	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-06	% Late Cuts – Lines - Suburban	UNE	POTS	Observations	4	243	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-06	% Late Cuts – Lines – Hudson-Brgn	UNE	POTS	Observations	132	865	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-07	% Late Cuts – Orders - State	UNE	POTS	Observations	22	317	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
PR-9-07	% Late Cuts – Orders - Southern	UNE	POTS	Observations	2	27	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-07	% Late Cuts – Orders - Easternshore	UNE	POTS	Percentage	100	0	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-07	% Late Cuts – Orders - Raritan	UNE	POTS	Observations	2	37	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-07	% Late Cuts – Orders - Suburban	UNE	POTS	Observations	3	51	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-07	% Late Cuts – Orders – Hudson-Brgn	UNE	POTS	Observations	15	193	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
PR-9-08	Average Duration of Service Interruption - State	UNE	POTS	Percentage	33.06	31.99	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	32	9			
PR-9-09	% Supplemented or Cancelled Orders - State	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	317			
PR-9-09	% Supplemented or Cancelled Orders - Southern	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	27			
PR-9-09	% Supplemented or Cancelled Orders - Easternshore	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.

Metric Number	Metric Description	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
				Observations	No Value	9			
PR-9-09	% Supplemented or Cancelled Orders - Raritan	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	37			
PR-9-09	% Supplemented or Cancelled Orders - Suburban	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	51			
PR-9-09	% Supplemented or Cancelled Orders – Hudson-Brgn	UNE	POTS	Percentage	NA	0.00	Verizon populated values incorrectly on C2C Report.	Verizon concurs with KPMG. This metric was reported incorrectly.	Agree.
				Observations	No Value	193			
NP-2-02	Average Interval - Physical Collocation - New	CLEC		Average	UD	141.48	Verizon populated values incorrectly on C2C Report.		
				Observations	No Value	21			
NP-2-03	Average Interval - SCOPE - New	CLEC		Average	UD	143.39	Verizon populated values incorrectly on C2C Report.		
				Observations	No Value	24			
NP-2-03	Average Interval - SCOPE	CLEC		Average	142.89	24.91	Verizon populated values incorrectly on C2C Report.		
				Observations	21	6			
NP-2-04	Average Interval - CCOE - BA Equipment is Secure - New	CLEC		Average	NA	144.33	Verizon populated values incorrectly on C2C Report.		
				Observations	No Value	36			
NP-2-07	% On Time - Total	CLEC		Average	100.00	112.09	Verizon populated values incorrectly on C2C Report.		
				Observations	102	91			

Metric Number	<u>Metric Description</u>	Product	Product Type	Value	Difference		Finding	Verizon Response	KPMG Response (12/27/00)
					Verizon	KPMG			
NP-5-01	% Network Outage Notices Sent within 30 Minutes	CLEC	Trunks	Percentage	50.60	53.01	Verizon populated value incorrectly on C2C Report.		
GE-2-01	% of Access Requests Responses Transmitted On-Time	CLEC		Observations	42	48	Verizon populated value incorrectly on C2C Report.	VZ has verified that the correct number of observations for this metric is 42.	Agree.